

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

IN RE: U.S. ISSUED PATENT

Attorney Docket No. 55564.80303

APPLICANT: Richter, James Neal

U.S. PATENT NUMBER: 7,730,072

DATE OF PATENT: June 1, 2010

ISSUING FROM U.S. PATENT APPLICATION NO.: 09/751,934

FOR: Automated Adaptive Classification System For Knowledge Networks

**REQUEST FOR ISSUANCE OF A  
CERTIFICATE OF CORRECTION**

***Via EFS-Web***

Commissioner for Patents

Attn: Certificate of Correction Branch.

P.O. Box 1450

Alexandria, VA 22313-1450

Dear Sir:

Enclosed herewith is a Certificate of Correction, in duplicate, in connection with U.S. Patent No. 7,730,072. The error indicated on the enclosed form is a printing error and it is requested that a Certificate of Correction be issued.

Date: 7/14/2010

Respectfully submitted,

  
William B. Kircher

Reg. No. 22,481

Husch Blackwell Sanders LLP

4801 Main St., Suite 1000

Kansas City, MO 64112

UNITED STATES PATENT AND TRADEMARK OFFICE  
CERTIFICATE OF CORRECTION

Page 1 of 1

PATENT NO. : 7,730,072  
APPLICATION NO.: 09/751,934  
ISSUE DATE : June 1, 2010  
INVENTOR(S) : James Neal Richter et al.

It is certified that an error appears or errors appear in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Item (73) Assignee:

delete "Rightnow Technologies, Inc., Bozeman, MT (US)" and replace with "RightNow Technologies, Inc., Bozeman, MT (US)"

MAILING ADDRESS OF SENDER (Please do not use customer number below):

William B. Kircher, Esq.  
Husch Blackwell Sanders LLP/ 4801 Main Street, Suite 1000/ Kansas City, MO 64112

This collection of information is required by 37 CFR 1.322, 1.323, and 1.324. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 1.0 hour to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: **Attention Certificate of Corrections Branch, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.**

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

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